



## COVID-19 STATEMENT

Over the past few months we have all faced very uncertain times but there is light at the end of the tunnel. Back in March, we followed the government guidelines and closed our hotel doors to help tackle the spread of COVID-19, ensuring the safety and wellbeing of our employees and guests was at the forefront of our priorities.

Three months later and the world is a better and safer place, meaning we can slowly but surely welcome back our delightful guests to the Roslin Beach Hotel.

We want to assure all of our guests that we will be undertaking strict health and safety measures before and throughout your visit to bring back the serenity of our beautiful seaside hotel. We will explicitly follow the Government guidelines that are under constant review. Therefore, we may have to cancel your booking if restrictions change and we can no longer accommodate your reservation.

### BEFORE YOU ARRIVE

In order to understand the new 'normal' and make your visit as enjoyable and safe as possible, we will ensure that you are aware of all of the new safety procedures that will be put in place before you arrive. Our whole hotel will be thoroughly cleaned and sanitised to the highest standard.

We politely ask all of our guests to not enter the premises if you have suspected possible COVID-19 symptoms or if you have come into contact with a suspected COVID-19 carrier. We encourage guests and employees to download the Track & Trace app to stand together and keep everyone safe.

Pre-arrival communications will be given to provide additional information regarding your accommodation or dining booking. All guests will be called in advance to confirm your details, our Reservations team will be undertaking advance training to be able to provide you with all the necessary information regarding staying, dining and are open to answer any queries that you may have.

## ARRIVAL & CHECK IN

As you arrive at the hotel, there will be a number of signs to adhere to the social distancing measures provided by the government, and we ask politely for guests to stick to the directional floor signs, queuing with the appropriate distance. Protective screens will be used at guest and employee contact points for safer check-in and dining reservations. Please be aware we will be accepting **debit or credit card only**.

Throughout the hotel will be sanitising stations, please use these as frequently as possible. Guests who are staying in the hotel, we encourage you to use the bathrooms in your bedrooms when possible to reduce congestion.

When arriving at the hotel, please use the NHS QR code to 'check in' on the app to ensure we are following the guidelines. We ask politely for all guests to wear face masks when in the hotel public areas.

## ROSLIN DINING & BAR

For a Restaurant and Afternoon Tea reservations there will be a desk at the main entrance of the hotel, we kindly ask for you to wait here for our team to direct you to the correct area. Please ensure you are wearing a face mask when entering the hotel and around the public areas, you will be able to remove it when sat down at your table. There will be a one-way system implemented throughout the corridors and in the dining areas, please follow the directional changes to reduce congestion.

All of our team will undergo strict health and safety training to ensure our service is as fluid and safe as possible, wearing the relevant PPE equipment to keep hygiene standards at its best. It will be a joint effort between the team and our guests to ensure the safety and wellbeing of everyone. There will be guidelines implemented in each restaurant and occupancy limits will be controlled to ensure distance is kept.

All Afternoon Tea & Restaurant bookings will need to be booked in advance; we will only be providing full table service to minimise contact at common areas such as The Bar. Deposits will be taken upon booking:

Afternoon Tea - £10 pp, every day.

Restaurant - £10 pp: Friday Dinner service only, all day Saturday and Sunday.

Please be aware we will be accepting **debit or credit card only**. There will be entrance and exit only points to reduce congestion.

The Terrace will be re-allocated temporarily, offering a self-service system where you are able to order your food and beverages from the designated area only. Again, please be aware we will be **accepting debit or credit card only**.

For residents staying in the hotel, our breakfast is now an A La Carte breakfast and you have the option to have your breakfast in your bedroom. You will be made aware of the dining arrangements upon arrival.

Our Restaurant and Bar refurbishment is still underway; therefore, we do apologise for the inconvenience this may cause.

## COMMON SPACES

There will be frequent sanitation of all common spaces and please use the sanitation dispensers when possible. The restrooms will clearly state the social distancing rules and encourage guests to keep others in mind when using the facilities.

The capacity of the hotel and restaurants will be limited and reviewed constantly, please aware all rooms will be fully sanitised before each stay and all housekeeping employees will undergo intense training and will be wearing the provided PPE.

## ROSLIN RETREAT

Roslin Retreat is open but will be operating a reduced treatment menu to ensure health and safety regulations are kept to a high standard. After every client our treatment rooms and equipment will be disinfected to the regulated standards. All of our therapists will be provided with the correct PPE equipment to ensure the high standards are met at all times.

The Roslin Retreat Reception will now be located to the right of the main entrance from the car park, please follow directions. Clients will receive a courtesy call prior to your treatment to confirm your appointment and any additional information. Please follow the floor signage to keep the required distance and use the hand sanitisers as frequently as possible. Unfortunately, due to the new regulations every appointment must be at least 50 minutes long and will be pre-paid upon booking to limit contact.

## CHECK OUT

To minimise contact, we kindly ask you to leave the key in the bedroom upon checking out of the hotel. An invoice of your stay will be emailed and can either be charged to the credit or debit card provided for authorisation. Please use the hand sanitisers before leaving the hotel.

## EMPLOYEE SAFETY INITIATIVES

To provide the detailed and personalised service that the Roslin are known for, all of our employees will undergo comprehensive training to ensure that the health and safety of the team and our guests is at its best. We will supply all the necessary PPE equipment and check temperatures our staff daily to minimise the risk of infection. All in line with the government guidelines, our team will be working around the clock to keep everybody safe and internal regulations will be introduced.

We will continue to review all of the procedures frequently and align with the Government guidelines. Thank you for your continued support and we look forward to seeing you at the Roslin Beach Hotel.